

IT Professional Technical Services

SITE Program

T# 14ATM

Request for Offers (RFO)

For Technology Services

Issued By

Office of MN.IT Services @ Department of Public Safety

Project Title: MNLARS

Category: Quality Assurance (Team)

Business Need

MNLARS, the Minnesota Licensing and Registration System, will improve system operability, stability, record keeping, security, and customer service for the Minnesota driver's license and motor vehicle registration systems. This system will include Driver's License, Driver Compliance, Vehicle Title, Vehicle Registration, Dealer Licensing, Inventory, and Finance processes.

MNLARS is using an Agile methodology. This project needs a vendor to provide Quality Assurance services to work with the scrum teams in developing the new system. The Quality Assurance vendor will work closely with the scrum teams, architects, PMO, and report to the Project Director.

Project Deliverables

The Quality Assurance vendor will design and develop automated and, if required, manual tests for the Driver's License, Driver Compliance, Vehicle Title, Vehicle Registration, Dealer Licensing, Inventory, and Finance Systems. These will be delivered through the following planning intervals.

1. Minimum Viable Product (MVP) for Motor Vehicle and Driver License

Test Leadership and Management

Provide QA leadership and ownership of all aspects of QA. This will include functional testing, test automation, data generation and management, regression testing, UAT Strategy and testing, accessibility testing, mobile testing and performance testing.

Data Management and Testing

Manage all aspects of data generation and management within the MNLARS system and with MNLARS Interface partners. This includes generating test data, managing test data and testing data services with tools such as SOAPUI.

Test Automation Architecture & Implementation

Evaluate and select automation tools, acceptable to both the vendor and the State of MN, as well as develop a test automation strategy and architecture that are both practical and scalable. Evaluate manual test cases and evaluate what can be automated, seeking to automate as much testing as practical.

Sprint Strategy & Continuous Integration

Build and maintain a sprint-based approach to QA that best fits with the development team. Provide a strategy of how QA integrates with continuous integration cycles with multiple development teams.

Decommissioning

Provide strategy and execution for testing of the current application as portions are decommissioned concurrent with release of the new application.

2. Each 10 week Program Interval Release Cycle**Accessibility Testing**

Provide both automated and manual accessibility tests to meet the current State of MN accessibility requirements, including the Web Content Accessibility Guidelines (WCAG) 2.0. Manual tests should include both keyboard-only and select assistive technology (AT) tools. Advise team on compliance during the project and conduct testing at the 10 week Program Interval Release boundaries.

Data Conversion Testing

Provide Data Conversion testing advisory oversight and execution at intervals throughout the project, preferably at the 10 week Program Interval Release boundaries.

Performance Testing

Provide performance testing advisory oversight and execution at intervals throughout the project, preferably at the 10 week Program Interval Release boundaries. Performance testing includes load, stress, and possibly endurance testing on 3rd party dependent systems.

Browser Compatibility Testing

Provide functional and compatibility testing across a variety of commonly available browsers. QA resources will be responsible for collaborating with MNLARS to create a configuration matrix and will provide all devices for testing. Browser compatibility testing will be conducted throughout the project, minimally at the 10 week Program Interval Release boundaries.

Mobile/Compatibility Testing

Provide functional and compatibility testing across a variety of mobile and tablet configurations. QA resources will be responsible for collaborating with MNLARS to create a configuration matrix and will provide all devices for testing. Mobile testing will be conducted throughout the project, preferably at the 10 week Program Interval Release boundaries.

UAT Strategy

Provide strategy on the best User Acceptance Testing (UAT) practices with inclusion on the MNLARS team. MNLARS staff will be a key component of the UAT Testing efforts. QA Resources will be responsible for structuring and managing these UAT efforts. UAT testing will be conducted at scheduled intervals throughout the project.

3. Each 2 week Sprint Development Cycle**Artifacts**

Create and maintain Test Cases, Test Data, Requirements Matrix, Scenarios, Defects and other artifacts as needed throughout the sprint cycle.

Reporting

Provide reporting and metrics around key areas of the project including, but not limited to test plans, test cases, status reports, defects, automation scripts written and executed, trend lines, automation ROI and other necessary reports as required.

4. Provide automation for approximately 120 stories. These have already been completed, although they need to be incorporated into the same QA testing process outlined in items 1-3 above

Overall, the Quality Assurance Vendor will:

- Provide highly qualified Agile QA leadership and staff, in a flexible staffing model to accommodate QA resources peaks and valleys throughout the MNLARS effort. Staffing levels at any given time will be determined jointly by the vendor and project director;
- Provide leadership to deliver state of the art Agile quality assurance testing automation approaches, focusing on designing and delivering a scalable, modular, world class automated regression testing system that will assure a high quality, easily refactorable test suite;
- Focus on delivering automated regression tests in a sprint trailing when the development was completed and incorporating those additional tests into a comprehensive regression testing suite;
- Deliver manual testing, including accessibility testing at appropriate stages to ensure effective and useful test results;
- Communicate effectively to keep Scrum mates, other Scrum teams and MNLARS leadership informed of progress and potential risks;
- Automated tests will be developed in response to user stories assigned to the scrum team. Quality Assurance staff will be an integral part of each scrum.

Evaluation of the Quality Assurance Vendor

This is a deliverable based contract. Invoices will be based on the successful completion of the deliverables described above. Cost proposals (<http://mn.gov/buyit/14atm/rfo/RFO0095b.xls>) will be evaluated and compared based on the total cost of the project. The contract will be written for two years.

Vendors will be expected to bill for the deliverables, in this case successful completion of a sprint and program interval release cycle. Deliverable must be accepted by the state in order to invoice. Invoicing may take place no more than monthly.

The Quality Assurance Vendor will be evaluated at the completion of each successful sprint, planning interval and production release by the project manager. The project manager will accept the work done for each sprint, planning interval and production release based on the deliverables listed in items 1-4 above:

- Did the Quality Assurance vendor participate in stories assigned during the sprint?
- Did the Quality Assurance vendor complete their automated stories from the prior sprint?
- Did the Quality Assurance vendor complete the appropriate testing at the end of a Planning Interval, a.k.a. Internal Release?
- Was the Quality Assurance vendor a steward of world class testing processes and did he/she mentor the broader community to achieve these standards?
- Did the Quality Assurance vendor provide leadership on ways to constantly optimize the testing environment for maximum team productivity during the sprint?

Project Milestones and Schedule

The Quality Assurance vendor will determine a process to provide Quality Assurance staff to each Scrum team, provide ongoing automation of completed stories and run and triage the daily automated regression testing suite. The overall MNLARS project is broken down into several major production deliverables, the first being the Minimum Viable Product (MVP) of Vehicle Services, the second being MVP of Driver's License Services and several enhancement releases as required to achieve the overall MNLARS goals.

The MNLARS project will be delivered in the following production deployments:

1. The MVP Vehicle Services release will be delivered on or before the end of October 2016
2. A window for the MVP Driver's License release will be established by January 1, 2016 Work will begin on that release as soon as technically possible, with production deployment expected no later than December 31, 2017.
3. Additional MNLARS enhancement releases will be formed and delivered as required.
4. Two scrum teams are underway. Several more scrum teams will be getting underway in the next few weeks. Planning Intervals are 10 weeks and Sprints are two weeks.

Project Requirements

When fully implemented, the MNLARS project will completely replace the existing mainframe and E-Support systems, providing Vehicle Titling, Permitting, Registration and Driver's License exams and renewals. The MNLARS system will eventually be used by approximately 20,000 users throughout the State and provide information to or respond to requests from over 87 separate external interfaces. MNLARS will be in full compliance with the Statewide Enterprise Architecture standards, the State Accessibility Standard, the Statewide Project Management Methodology and provide software support for numerous MN and Federal statutes in the Vehicle and Driver's License domains.

Responsibilities Expected of the Selected Vendor

The selected vendor is expected to:

1. Provide qualified candidates to perform the leadership and Quality Assurance responsibilities outlined above. If specific staff is not acceptable to the State of MN, a replacement candidate will be provided. The state has the right to accept or reject the replacement candidate.
2. Comply with the MNLARS invoicing requirements.
3. Meet with the MNLARS Application Director once per month to discuss the performance of their selected candidates.
4. Knowledge transfer of processes and information.
5. All resources working on site must pass a background check required by the Department of Public Safety. Other resources working on the project may also be required to pass the background check.

Submission requirements:

Provide a detailed proposal that demonstrates the approach your firm would take to provide the testing outlined in this request. Provide the resumes of key individuals, specifically, the onsite QA Manager, the QA Architect and the Lead QA staff member(s) and an assurance that those key individuals will be made available for the MNLARS project. Confirm that other QA personnel will be available for the project as needed and indicate the number you would expect at peak times.

Complete the attached cost matrix and submit the cost proposal
(<http://mn.gov/buyit/14atm/rfo/RFO0095b.xls>) as a separate attachment.

A vendor may present only one team.

Required Skills (to be scored as pass/fail)

Highlight how your organization meets the following required skills:

5 years of experience in each of the following areas:

- Providing Quality Assurance leadership, process and frameworks appropriate for a large, multi-team Agile custom software development project (project in excess of \$2 million per project).
- Automated Regression testing in an enterprise multi-team (at least 4 Scrum teams) Scrum environment.
- Quality Assurance testing of various aspects of the solution, including but not limited to data conversion, external interfaces, user interfaces (including mobile).
- Experience in each of the following types of testing that can be demonstrated or verified by reference:
 - Accessibility Testing;
 - Compatibility Testing;
 - Conversion Testing (e.g. data conversion and external interface conversion);
 - Functional Testing (Iteration, Systems, Acceptance via automated regression testing);
 - Interoperability Testing (with existing mainframe system and with specific interfaces);
 - Performance Related Testing (e.g. Load Testing Stress Testing and Endurance Testing);
 - Portability Testing (e.g. between various browsers);
 - Usability Testing;
 - User Acceptance Testing.

Desired Skills

- Demonstrated passion for technology, such as participating or presenting at Quality Assurance community technology events.

Process Schedule

Deadline for Questions	10/15/2015, 2:00pm
Anticipated Posted Response to Questions	10/20/2015, 2:00pm
Proposals due	10/26/2015, 2:00pm
Anticipated proposal evaluation begins	10/29/2015
Anticipated proposal evaluation & decision	11/13/2015

Questions

Any questions regarding this Request for Offers should be submitted via e-mail according to the date and time listed in the process schedule to:

Name: Joyce Simon
 Organization: MN.IT @ DPS
 Email Address: joyce.simon@state.mn.us
 And cc Debra.a.johnson@state.mn.us

Questions and answers will be posted via an addendum to the RFO on the Office of MN.IT Services website (<http://mn.gov/buyit/14atm/rfo/active.html>) according to the process schedule above.

Other persons ARE NOT authorized to discuss this RFO or its requirements with anyone throughout the selection process and responders should not rely on information obtained from non-authorized individuals. If it is discovered a Responder contacted other State staff other than the individual above, the responder's proposal may be removed from further consideration.

The STATE reserves the right to determine if further information is needed to better understand the information presented. This may include a request for a presentation.

RFO Evaluation Process

Each team will be evaluated based on the following criteria, **if** they have passed the pass/fail requirements:

- 10% Company experience and capabilities
- 20% Overall Experience and Qualifications of key individuals
- 30% Vendor and Key Individuals' Experience in an Enterprise Agile Automated Testing Environment
- 10% References for Key Individuals
- 30% Cost

The State reserves the right to interview a short-list of candidates who have received the highest scores. In the event interviews are conducted, technical scores may be adjusted based on additional information derived during the interview process. As part of the interview process, the vendor may be asked to make a presentation.

This Request for Offers does not obligate the state to award a work order or complete the assignment, and the state reserves the right to cancel the solicitation if it is considered to be in its best interest. The Organization reserves the right to reject any and all proposals.

Submission Format

The proposal should be assembled as follows:

1. Cover Page:

- Vendor name and full address
- Contact name for Vendor
- Contact's direct phone/cell phone (if applicable)
- Contact's email
- Resource Name(s) being submitted

2. Experience:

- a. Provide detailed narrative that describes vendor's approach to providing the services requested. It should include companies and contacts where your key resources have demonstrated the required skills. It should include the vendor's experience providing the service. **Clearly show how the pass/fail requirements have been met.** If pass/fail requirements are not met, the proposal will not be scored.
- b. Attach resumes for proposed key resources in addition to the narrative description. Be certain the resume has dates of work and notes whether the resource was an employee or consultant. The resume must match the experience shown in the narrative.
- c. Include the name of two references who can speak to the vendor's work on a similar project. Include the company name and address, reference name, reference email, reference phone number and **a brief description of the project this resource completed.**
- d. Provide samples of Quality Assurance reports created for Scrum team and executive leadership to show quality at the end of each sprint.
- e. Upload all of the above along with the required forms, shown in #5 below, in one document.

3. **Cost Proposal** (<http://mn.gov/buyit/14atm/rfo/RFO0095b.xls>) must be in a separate document and not listed in any other place in your submission. The Cost Worksheet must be completed with a total cost for the two year project. Document naming convention: "<Vendor name> <Cost proposal>".
4. **Conflict of interest statement as it relates to this project**
5. **Additional Statement and forms:**
required forms to be returned or additional provisions that must be included in proposal
 1. Affirmative Action Certificate of Compliance (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/affaction.doc>
 2. Equal Pay Certificate Form (if proposals exceeds \$500,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/equalpaycertificate.doc>
 3. Affidavit of non-collusion <http://www.mmd.admin.state.mn.us/doc/noncollusion-2.doc>
 4. Certification Regarding Lobbying (if over \$100,000, including extension options) <http://www.mmd.admin.state.mn.us/doc/lobbying.doc>

Proposal Submission Instructions

- **Vendor is limited to submission of 1 team**
- Response Information:
 - Email response as attachment to Deb Johnson, MN.IT debra.a.johnson@state.mn.us.
 - **In subject line:** RFO response: Company name – Candidate(s) last name – developer and RFO #
 - The technical proposal and cost sheet may be word or pdf documents. **The document title should include the company name. The title of the cost sheet should identify it as the cost proposal.** (See <http://mn.gov/buyit/14atm/rfo/RFO0095b.xls>)
 - Please proofread your offering to ensure it references this posting only, that you have included all the required documents and that the readers of the proposal can easily discern your candidate(s)' qualifications.
- Submissions are due according to the process schedule previously listed.
- **A copy of the response must also be sent to MNIT.SITE@state.mn.us for vendor performance tracking.**
- **You must submit an email with your response or email notification that you will not respond to MNIT.SITE@state.mn.us. Failure to do either of these tasks will count against your program activity and may result in removal from the program.**

General Requirements

Proposal Contents

By submission of a proposal, Responder warrants that the information provided is true, correct and reliable for purposes of evaluation for potential award of this work order. The submission of inaccurate or misleading information may be grounds for disqualification from the award as well as subject the responder to suspension or debarment proceedings as well as other remedies available by law.

Liability

Indemnification

In the performance of this contract by Contractor, or Contractor's agents or employees, the contractor must indemnify, save, and hold harmless the State, its agents, and employees, from any claims or causes of action, including attorney's fees incurred by the state, to the extent caused by Contractor's:

- 1) Intentional, willful, or negligent acts or omissions; or
- 2) Actions that give rise to strict liability; or
- 3) Breach of contract or warranty.

The indemnification obligations of this section do not apply in the event the claim or cause of action is the result of the State's sole negligence. This clause will not be construed to bar any legal remedies the Contractor may have for the State's failure to fulfill its obligation under this contract.

Disposition of Responses

All materials submitted in response to this RFO will become property of the State and will become public record in accordance with Minnesota Statutes, section 13.591, after the evaluation process is completed. Pursuant to the statute, completion of the evaluation process occurs when the government entity has completed negotiating the contract with the selected vendor. If the Responder submits information in response to this RFO that it believes to be trade secret materials, as defined by the Minnesota Government Data Practices Act, Minn. Stat. § 13.37, the Responder must: clearly mark all trade secret materials in its response at the time the response is submitted, include a statement with its response justifying the trade secret designation for each item, and defend any action seeking release of the materials it believes to be trade secret, and indemnify and hold harmless the State, its agents and employees, from any judgments or damages awarded against the State in favor of the party requesting the materials, and any and all costs connected with that defense. This indemnification survives the State's award of a contract. In submitting a response to this RFO, the Responder agrees that this indemnification survives as long as the trade secret materials are in possession of the State.

The State will not consider the prices submitted by the Responder to be proprietary or trade secret materials.

Conflicts of Interest

Responder must provide a list of all entities with which it has relationships that create, or appear to create, a conflict of interest with the work that is contemplated in this request for proposals. The list should indicate the name of the entity, the relationship, and a discussion of the conflict.

The responder warrants that, to the best of its knowledge and belief, and except as otherwise disclosed, there are no relevant facts or circumstances which could give rise to organizational conflicts of interest. An organizational conflict of interest exists when, because of existing or planned activities or because of relationships with other persons, a vendor is unable or potentially unable to render impartial assistance or advice to the State, or the vendor's objectivity in performing the contract work is or might be otherwise impaired, or the vendor has an unfair competitive advantage. The responder agrees that, if after award, an organizational conflict of interest is discovered, an immediate and full disclosure in writing must be made to the Assistant Director of the Department of Administration's Materials Management Division ("MMD") which must include a description of the action which the contractor has taken or proposes to take to avoid or mitigate such conflicts. If an organization conflict of interest is determined to exist, the State may, at its discretion, cancel the contract. In the event the responder was aware of an organizational conflict of interest prior to the award of the contract and did not disclose the conflict to MMD, the State may terminate the contract for default. The provisions of this clause must be included in all subcontracts for work to be performed similar to the service provided by the prime contractor, and the terms "contract," "contractor," and "contracting officer" modified appropriately to preserve the State's rights.

IT Accessibility Standards

All documents and other work products delivered by the vendor must be accessible in order to conform with the State Accessibility Standard. Information about the Standard can be found at:

<http://mn.gov/mnit/programs/policies/accessibility/>.

Preference to Targeted Group and Economically Disadvantaged Business and Individuals

In accordance with Minnesota Rules, part 1230.1810, subpart B and Minnesota Rules, part 1230.1830, certified Targeted Group Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal, and certified Economically Disadvantaged Businesses and individuals submitting proposals as prime contractors will receive a six percent preference in the evaluation of their proposal. Eligible TG businesses must be currently certified by the Materials Management Division prior to the solicitation opening date and time. For information regarding certification, contact the Materials Management Helpline at 651.296.2600, or you may reach the Helpline by email at mmdhelp.line@state.mn.us. For TTY/TDD communications, contact the Helpline through the Minnesota Relay Services at 1.800.627.3529.

Veteran-Owned Preference

In accordance with Minn. Stat. § 16C.16, subd. 6a, (a) Except when mandated by the federal government as a condition of receiving federal funds, the commissioner shall award up to a six percent preference on state procurement to **certified small businesses** that are **majority-owned and operated by veterans**.

In accordance with Minn. Stat. § 16C.19 (d), a veteran-owned small business, the principal place of business of which is in Minnesota, is certified if it has been verified by the United States Department of Veterans Affairs as being either a veteran-owned small business or a service disabled veteran-owned small business, in accordance with Public Law 109-461 and Code of Federal Regulations, title 38, part 74.

To receive a preference the veteran-owned small business must meet the statutory requirements above by the solicitation opening date and time.

If you are claiming the veteran-owned preference, **attach documentation, sign and return the Veteran-Owned Preference Form with your response to the solicitation**. Only eligible veteran-owned small businesses that meet the statutory requirements and provide adequate documentation will be given the preference.

Foreign Outsourcing of Work Prohibited

All services under this contract shall be performed within the borders of the United States. All storage and processing of information shall be performed within the borders of the United States. This provision also applies to work performed by subcontractors at all tiers.

Work Force Certification

For all contracts estimated to be in excess of \$100,000, responders are required to complete the Affirmative Action Certificate of Compliance and return it with the response. As required by Minnesota Rule 5000.3600, "It is hereby agreed between the parties that Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are incorporated into any contract between these parties based upon this specification or any modification of it. A copy of Minnesota Statute § 363A.36 and Minnesota Rule 5000.3400 - 5000.3600 are available upon request from the contracting agency."

Equal Pay Certification

If the Response to this solicitation could be in excess of \$500,000, the Responder must obtain an Equal Pay Certificate from the Minnesota Department of Human Rights (MDHR) or claim an exemption prior to contract execution. A responder is exempt if it has not employed more than 40 full-time employees on any single working day in one state during the previous 12 months. Please contact MDHR with questions at: 651-539-1095 (metro), 1-800-657-3704 (toll free), 711 or 1-800-627-3529 (MN Relay) or at compliance.MDHR@state.mn.us.